

**Amendment to the Specification:**

Please amend the third paragraph on p. 29 of the application, lines 20-22 as follows (the changes on these paragraphs are shown with ~~striketrough~~ for deletions and underlines for additions):

\*Abstracts of discussion databases do not have to ~~me~~ be made available. Instead keywords associated with postings can be taken from discussion databases and linked to the person responsible for the posting.

Please amend the first paragraph of p. 81, on lines 2-8, as follows (the changes on these paragraphs are shown with ~~striketrough~~ for deletions and underlines for additions):

In the Third Tier step 3106, the customer is provided access to solution experts who are often hardware vendors, software vendors, or customer application development and maintenance ~~teams~~ teams. Customer network problems that get this far in the customer support process 3100 need individuals possessing in-depth skills to investigate and resolve the difficult problems with there area of expertise. Solution experts are the last resort for solving the most difficult problems. Typically this group solves about 5% of all hybrid network problems.